



Tennessee Regulatory Authority

For Release: September 12, 2002

****Consumer Alert****

Adelphia to End Telecommunications Services in the Tri-Cities on September 20, 2002

Nashville, Tennessee – Customers who use Adelphia for their local and long distance telephone service are advised to begin shopping for another telecommunications service provider as the company will discontinue its service to the Tri-Cities, Tennessee area.

As part of a Chapter 11 bankruptcy filing by Adelphia Business Solutions, company officials of Adelphia recently advised the Tennessee Regulatory Authority (TRA) that it will discontinue providing telecommunications services in the Kingsport, Johnson City, Bristol and surrounding Tri-Cities areas no earlier than Friday, September 20, 2002.

“Adelphia advised the TRA that it had notified its Tri-Cities customers of its plans to discontinue its telecommunications services,” says TRA Consumer Services Division chief, Eddie Roberson. “We simply wanted to go one step beyond their notification efforts to ensure that customers are indeed aware of the September 20th deadline and advise them to make plans to find another company, if they have not already done so.”

Adelphia Business Solutions is headquartered in Coudersport, Pennsylvania. The company has provided telecommunications services for several thousand business lines throughout the East Tennessee Tri-Cities area.

To obtain a list of names and telephone numbers of alternate telecommunications service providers offering service in the Tri-Cities area, go to www.state.tn.us/tra/coninfo.htm, or for questions call (800)342-8359.

Contact Information: The Office of the Chairman
(615) 741-3125